

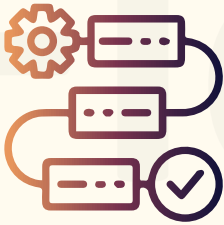
# INTELLIGENT CASE WORKFLOW PROCESSING

**FLOCASEX**

Intelligent Case Workflow Processing combines the most advanced data rules engine based capabilities along with Human in the Loop interface and a low-code platform to automate most manual tasks and workflows Scan, Extract, and Integrate with Cloud Scalability and with Open API Standards Add Advance Machine Learning to Your Workflows and Documents

**GovTech Cloud**

A TSCTI.com company



## WORKFLOWS

- Customizable
- Rules Engine based triggered



## COMPLEX DATA INPUTS

- Improved Data Recognition
- Forms, Media
- Data from Checkbox Selections
- Complete Automation of process



## HUMAN IN THE LOOP

- Better Human in the loop interface
- Easy review
- Easily correct mis-identified data
- Rich interface for detection
- Onboarding new documents, workflows in hours not weeks and months

# FloCaseX Features...

- ❖ **Case Intake/Automated Document Capture:** FloCaseX can capture documents from various sources including emails, scanners, cloud storage, and more. It can handle different document formats such as PDFs, Word documents, Excel files, and images, audio and video files
- ❖ **Document Management with Intelligent Document Classification:** Using machine learning algorithms, FloCaseX can automatically classify documents into predefined categories, reducing the need for manual sorting. FloCaseX uses advanced AI to not only capture and classify data but also adapt to changing document formats. This means the system can handle a variety of styles and layouts, making it versatile and highly efficient.
- ❖ **Scanning Solution:** FloCaseX is designed to integrate bulk scanning of documents to work seamlessly with commercial Multi-Function Devices (MFDs) into the system (include scanning from a Lexmark, Xerox, HP, etc.)
- ❖ **Data Extraction, Export:** FloCaseX can extract key information from documents, indexing them, such as names, dates, case numbers, and more. The extracted data can be validated and exported to various systems for further processing. The system can extract data from documents across all formats and channels. Whether it's a scanned image, a PDF, or a digital document, the system can accurately pull the necessary information. Partial or Complete set export options include Case files, related supporting documents, evidence any time during the workflow. FloCaseX uses AI data capture technology to eliminate manual data capture
- ❖ **Duplicate Document Detection:** FloCaseX can identify and filter out duplicate documents, preventing redundancy and ensuring that each document is unique. This feature improves data integrity and reduces unnecessary storage usage.
- ❖ **Data Validation Time Reduction:** FloCaseX can significantly reduce the time humans spend validating data. By automating this process, FloCaseX ensures data accuracy while freeing up human resources for more strategic tasks.
- ❖ **Human-like Reading Capability:** FloCaseX is designed to read business documents like a human, submitted by investigator. This feature ensures that even if a document's layout changes, the system can still accurately capture and process the information.
- ❖ **Flexible Queuing System:** FloCaseX can route and process documents with a flexible queuing system. This feature allows for prioritizing certain document types or sources, ensuring that critical documents are processed first.
- ❖ **Tracking and Management of Inventory:** FloCaseX allows for manage of the inventory, which include hardware inventory along with auditing options.



# FloCaseX Features...

## MOBILE FRIENDLY

- Most common devices
- Adaptive



- Various Gov Clouds
- Hybrid implementation

- ❖ **Rules Engine based Workflow Management:** FloCaseX can manage the case workflow based on proprietary “rules engine”. This feature provides a comprehensive view of the case processing status (e.g.: Preliminary, full, Adjudicative), enabling better management and control. There are manual overrides for case management to change the status. Customizable workflows can be created to meet the needs.
- ❖ **Document Workflow Management:** FloCaseX can manage the entire document workflow, from capture and classification to extraction and storage. This feature provides a comprehensive view of the document processing status, enabling better management and control.
- ❖ **Automated Messaging and Communication:** FloCaseX can automate communication processes, such as sending acknowledgment emails or notifications, thereby eliminating the need for manual follow-ups. This feature saves time and ensures timely communication.
- ❖ **Dashboard:** FloCaseX comes with built-in and customizable reporting and dashboards that allow you to see key metrics, spot trends, and identify insights for document processing optimization. This feature enables continuous improvement and strategic decision-making.
- ❖ **Detailed Drill-Down and Querying:** FloCaseX allows you to drill down and query users, queues, document types, and text fields. This feature provides a granular view of your processing operations, enabling you to identify areas for improvement and take targeted action.
- ❖ **Identity and Access Management:** FloCaseX incorporates Identity and Access Management to various parts of the that all processed documents are stored securely. It also maintains a complete audit trail of all actions, supporting compliance with regulations. The modernized system has revamped the security model and implemented third-party multi-factor authentication (CAC based SAML-Authentication), using Identity Authentication Services approved by DoD. Automated assignment of various types of users depending on their roles is implemented using Role Based Access Control (RBAC).
- ❖ **Integration Capabilities:** FloCaseX can be integrated with various business applications and systems, enabling seamless data flow and improving overall business efficiency. The interfaces are designed for seamless real time exchange of information.
- ❖ **Low-Code Interface for Custom Automations:** FloCaseX comes with an extensible low-code interface that allows users to develop custom automations. This feature provides flexibility and adaptability, enabling the system to meet unique business needs.

# Other Features of FloCaseX

- ❖ **Scalability:** Enable businesses to scale their resources up or down based on demand, without the need for heavy upfront investments in physical infrastructure. This elasticity allows organizations to efficiently manage fluctuating workloads, adapting quickly to changes in business requirements.
  - *Elastic Scalability:* Automatically adjust resources to match current usage.
  - *Cost-Effective Scaling:* Pay only for what you use, avoiding over-provisioning
- ❖ **Better Customer Experience:** FloCaseX platforms enable businesses to offer superior customer experiences by providing fast, reliable, and scalable services. Whether it's through faster response times, personalized recommendations (via AI/ML), or seamless application delivery, cloud services help businesses meet and exceed customer expectations.
- ❖ **Enhanced Analytics and Business Insights:** We offer powerful tools for data collection, analysis, and visualization. With our cloud computing, organizations can process large amounts of data quickly and derive actionable insights that can drive better decision-making and business strategy.
- ❖ **Seamless Software Updates and Upgrades:** We continuously improve their services by offering regular software updates, new features, and enhanced functionality. These updates are automatically deployed, ensuring that businesses always have access to the latest technology without needing manual intervention or costly upgrades.
  - *Automatic Upgrades:* Ensure the latest software versions, features, and security patches are always in place.
  - *Innovation at No Extra Cost:* We provide new features and capabilities as part of the service package, enabling businesses to leverage innovation without extra costs.
- ❖ **Enhanced Data Governance and Control:** Our platform often offer advanced data governance capabilities, such as granular control over who can access specific data or resources. Businesses can set policies for data usage, retention, and security, ensuring that sensitive information is protected and compliance requirements are met.
  - *Granular Access Control:* Set permissions at various levels to control who can access sensitive data.
  - *Data Audits:* Conduct regular audits to ensure compliance and identify potential security risks.
- ❖ **Dedicated Infrastructure for Government Use:** GovCloud services are built with dedicated, isolated infrastructure to provide government organizations with the performance, availability, and security they need for sensitive or mission-critical workloads.
  - *Data Residency:* GovCloud often ensures that data remains within specific geographic locations (e.g., within the U.S.), adhering to requirements for data residency and sovereignty laws.
  - *Dedicated Resources:* The infrastructure is designed to prevent overlap with commercial cloud customers, ensuring a private, secure environment for government workloads.
- ❖ **Scalability and Flexibility:** GovCloud platforms offer the same scalability and flexibility found in commercial cloud environments, allowing government agencies to scale their infrastructure and services in real time, depending on demand.
  - *Elastic Scalability:* Agencies can scale up or down easily to accommodate sudden surges in data, processing needs, or user traffic without the need for expensive upfront investments.
  - *Customizable Services:* FloCaseX in GovCloud are highly configurable to meet the specific needs of different government departments, allowing for tailored solutions.
- ❖ **FedRAMP Authorization Process:** Our customized implementation has full ATO from Department of Defense, Department of Labor, conforms to NIST standards.
- ❖ **Mobile Friendly:** FloCaseX is designed for mobile friendly interface and used in mobile platforms
- ❖ **Migration of Data:** FloCaseX has been used to migrate data from various legacy systems ensuring data integrity, consistency.
- ❖ **Cloud Based:** FloCaseX has been used in both On-Prem and Cloud based infrastructure (Azure, AWS)

## CASE STUDY-1

# Defense Medical Accessions System (DMACS)

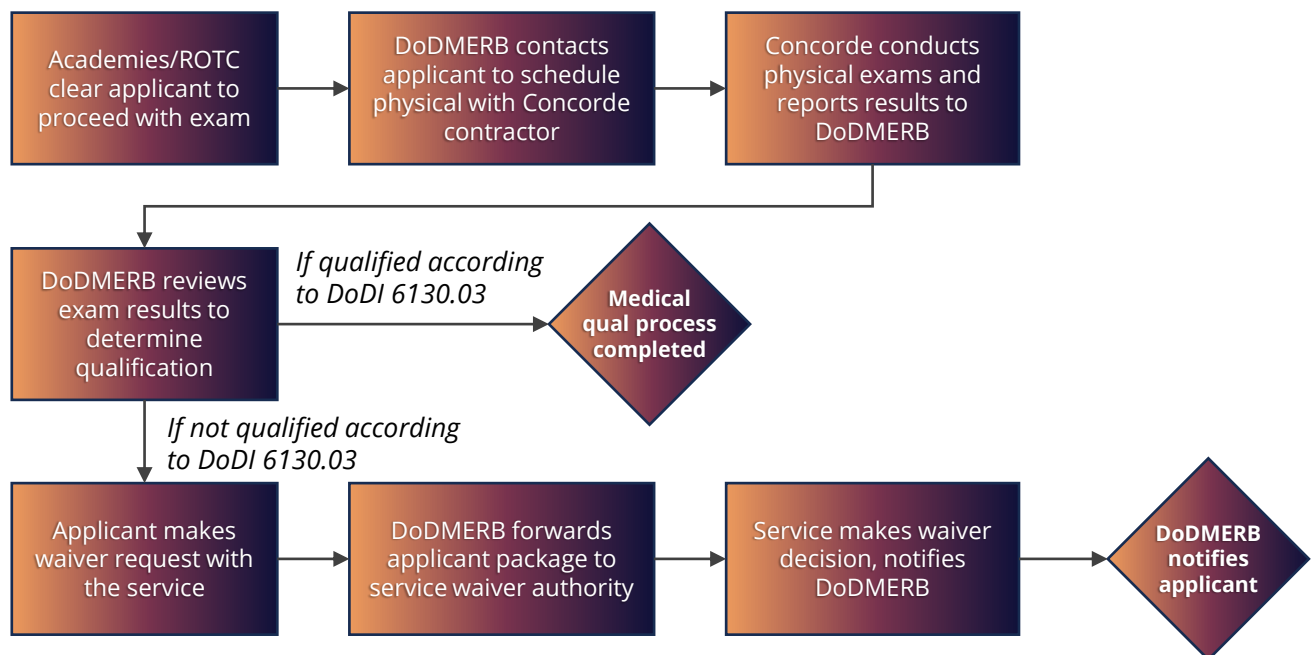
DoD has unique requirements for accession of candidates for officer applicants which varies by agencies. There are several major steps involved in this process, the final step requires fulfilling criteria set out by each agency to meet medical standards and this task falls under DoDMERB. DoDMERB also facilitates a waiver process which can only be granted by the said agencies. With over 30,000 applicants per year this process needs to be timely, efficient and requires a robust software application designed to meet multiple workflows with rules designed to meet the criteria and provide status, outputs, and reports on a continual basis.

The data at each step is often fragmented and dispersed across data sources, lacking structural or semantic consistency, and requiring complex system integrations to bring all the data together in an aligned and cohesive manner.

Department of defense Medical Examination Review Board Accession process

At a high level, DoDMERB process involves workflows outlined below. Following is the extract from a recent report by RAND Corp.

### DoDMERB medical Screening Process for Academy and Reserve Officer Training Corps Applicants



**Source:** Personnel and Readiness Information Management (P&R IM, 2015) and discussion with DoDMERB subject matter experts (SMEs).

**Note:** An exception to the second step of the process exists for ROTC applicants who are based on college campuses. These applicants can go directly into the Concorde system for scheduling their examinations without waiting for letters from DoDMERB.



The process typically starts with accession sources notifying DoDMERB to provide medical screening for a set of applicants. DoDMERB mails letters to the applicants with instructions on logging in to the scheduling system of the medical screening contractor, Concorde Inc. Applicants schedule initial examinations (medical, vision, hearing) at Concorde locations near them. Concorde's contracted medical providers conduct the examinations and send results to DoDMERB. DoDMERB's medical staff reviews the packages and makes the qualification determination using the same DoDI that MEPS medical providers use (DoDI 6130.03). If the applicant is deemed medically qualified, the medical screening process is complete. If the applicant is determined to be medically disqualified, the applicant

can request a waiver review from the service. DoDMERB sends the applicant's package to the appropriate service medical waiver authority, which conducts the review. DoDMERB notifies the applicant of the waiver review decision, thus completing the process.

FloCaseX ensured that all parts of the process along with complex workflow were implemented

As part of implementation, FloCaseX was used to migrate legacy data migration was used with archival strategies to meticulously move approximately 3.5 million tiff documents and small number of documents in various formats in addition to the workflow/application state data making this migration a complex activity.

## CASE STUDY-2

# Department Of Labor/Office Of Inspector General

FloCaseX has been used at DoL-OIG and following features were implemented:

- a. Outlook Exchange Integration: In this phase contractor shall integrate Outlook Exchange on the MySite. All the associated Outlook Exchange functionality should be available after integration. Some of the key functionality is listed below
  - Upload Document
  - Search Document
  - Associate default Project Members/Approvers
  - Optional invocation of Workflow
  - Manage Approvals and Rejections
- b. Email / Inbox Integration
- c. Calendar Integration
- d. Link to existing website i.e. [www.oig.dol.gov](http://www.oig.dol.gov)
  - Workflow and Document Management
  - Contractor would create sample workflow to demonstrate workflow capabilities for managing various documents and their review and approval.
- e. Search - Configure Search and Indexing: Contractor shall configure enterprise search, to search across the document libraries. Demonstrate the capability of full indexing of all the documents stored in library